

Commonwealth of Massachusetts
Job Aid: How to Search for and Read Statewide Contract PRF55DesignatedOSC Debt Collection

This Job Aid shows how to:

- Search for Active Statewide Contract PRF55DesignatedOSC Debt Collection

Comm-PASS Welcome to the Commonwealth's sole online procurement record site. Public record access is always FREE. [Ask A Question](#) **OSD** **Mass.gov**
QUICK QUOTES SOLICITATIONS **CONTRACTS** FORUMS BUSINESS DIRECTORY JOIN FED STIMULUS RESOURCE CENTER

BUY SMART
Buyers: Better manage the procurement process with **BUY SMART**, the FREE online system for Massachusetts public entities from Comm-PASS.
Buyer LoginID:
Password:
[Login/Agree](#)
[Terms of Use](#)
[Retrieve Forgotten Login ID](#)
[Reset Forgotten Password](#)
BUY SMART Helps you:
> Receive more qualified competitive bids
> Streamline workflow
> Increase procurement efficiency
> Simplify filing with an electronic paperless system [more benefits...](#)
Buyer Tip - NEW!
> Procurement Law [learn more...](#)
> Procurement Type [learn more...](#)
> Copy Function [learn more...](#)

OSD Procurement Schedule
Review this summary schedule of Operational Services Division's upcoming procurement activity.
OSD Events and Training
Opportunities Currently Exceed \$6.07 Billion
Select Images To Access Authorized Statewide Contract Vendor Ads
MASSbuys **Is Your Business Eligible?** **This Space Available!** **Save Smart** **B-C-A-M**
[Learn More](#) [Small Business Purchasing Program](#) [For More Information](#) [Details](#) [Register for DCAM Certification Workshops](#)

Fiscal Year 2013 Small Business Purchasing Program Benchmark Issued
The Operational Services Division is pleased to announce the issuance of the Fiscal Year 2013 benchmark for the Small Business Purchasing Program (SBPP). In an effort to increase the use of small businesses in public purchasing, Executive Branch Departments are strongly encouraged to spend 2.5% of annual procurement expenditures with small businesses enrolled in the SBPP. By issuing this benchmark, Executive Branch Departments have a greater incentive to support the existence and growth of small businesses in the Commonwealth by continuing to invest in Massachusetts-based small business enrolled in the SBPP.
The Small Business Purchasing Program was established in 2010 to support small businesses in the Commonwealth. To enroll in the program, please follow these five [steps](#).
New How To Locate and Read Statewide Contracts and Find Contract Vendors
The Operational Services Division is happy to announce a new feature of the Comm-PASS System. Based on user feedback, the Comm-PASS team has designed new, easy to use and highly accessible Statewide Vendor Reporting and Search functionality. Without requiring login credentials or more than a few clicks, one can browse all Active Statewide Contracts and Vendors and Search for Active Statewide Contract Vendors. Results include links directly to contracts, vendor details - and all search results can be exported in Microsoft Excel. The Vendor list contains many attributes you have requested in Comm-PASS such as designated icons to show Small Business Purchasing Program participation or Supplier Diversity Program SDO certification. This enhancement saves time and makes Statewide Contracts more accessible for all users. Job Aid [more](#).
Announcing Time-Saving Enhancements to the Comm-PASS Bidders Forum
The Comm-PASS Forum is an online opportunity to field Bidder Questions on an open solicitation prior to bid submission. An online Forum is a buyer tool available in Comm-PASS that allows potential bidders or anyone interested in a specific solicitation to post questions online and allows the buyer to post answers to the questions. Questions and answers posted to the Forum are accessible to all Comm-PASS users. Enhancements to the Forum have significantly reduced the data entry for buyers. Instead of posting answers to each question one at a time, buyers can now answer all of the submitted questions and upload all of the answers in one key stroke. The newly enhanced Forum also allows for easier viewing of all of the questions and answers. We encourage you to take advantage of the new and improved Forum. Any questions, please contact the Comm-PASS Help Desk at comm-pass@state.ma.us.
Subscriptions to Comm-PASS SMARTBID are Free
Businesses interested in bidding on contract opportunities offered through the Commonwealth's procurement access and solicitation system Comm-PASS may enroll in the SMARTBID electronic bidding system at no cost. Free access to SMARTBID will

SMARTBID
Vendors: Stay on top of contract opportunities by subscribing to SMARTBID, the new online subscription service from Comm-PASS.
Vendor LoginID:
Password:
[Login](#)
[Retrieve Forgotten Login ID](#)
[Reset Forgotten Password](#)
SMARTBID Lets you:
> Track bids online through the entire process
> Get emails about amendments and updates
> Receive emails with new solicitations / contracts that meet your criteria
> List in the publicly accessible Comm-PASS Business directory [more benefits...](#)
Vendor Tip - NEW!
> Areas of Interest [learn more...](#)
> Business Directory [learn more...](#)
> Getting on the list [learn more...](#)

Step 1

Visit Comm-PASS homepage:

www.comm-pass.com/.

Step 2

Select the "Contracts" tab.

Step 3

Select the "Search for a Contract" Link

Step 4

Enter "PRF55" in Document Number Field

Step 5

Click on "Search" button

Comm-PASS
Procurement Access & Solicitation System

[Login](#)

[QUICK QUOTES](#) [SOLICITATIONS](#) [CONTRACTS](#) [FORUMS](#) [BUSINESS DIRECTORY](#) [JOIN](#) [FED STIMULUS](#) [RESOURCE CE](#)

[Home](#) >

Browse Contracts

- [Browse All Active Contracts](#)
Use this tool for broad searches. Access every Active record posted by a single Entity-Department or classified in a specific Category.
- [Browse All Inactive Contracts](#)
Use this tool for broad searches. Access every inactive record posted by a single Entity-Department or classified in a specific Category.
- [Search for a Contract](#)
Use this tool to locate Statewide Contracts, both Active and Inactive records, or records containing specific criteria you know like Document Number, Last Changed).
- [Browse All Active Statewide Contracts and Vendors](#)
Use this tool for broad searches. Access every Active Statewide Contracts and view Statewide Contract Vendors, both Subscribers and Suppliers.
- [Search for Active Statewide Contract Vendors](#)
Search by various criteria, including specific Active Statewide Contract Criteria you know like Document Number and specific Vendor like SBPP (Massachusetts Small Business Purchasing Program), SWC Holder (Statewide Contractor), SDO (Supplier Diversity Office), Women-Owned Businesses, formerly SOMWBA, SDP (Supplier Diversity Program plan, formerly Affirmative Market Program plan), and more.
- [Receive Automatic Notifications](#)
Find out how to enable email alerts for any new posting or update that matches the goods and services Category-Subcategory list you are of Interest profile!

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[Home](#) > [Browse Contracts](#) >

Search for a Contract

Search by Keyword

Keywords: [Search](#)

The keyword search is not strongly recommended since it requires you to make an EXACT MATCH. It is not case sensitive, it does not recognize asterisk (*), and does not recognize commands like "AND." For best results, leave it empty.

****AND** Search by Specific Criteria**

Statewide Contract: ☐

Contains Federal Stimulus: ☐

Contains MBE/WBE/DBE Goal: ☐

Document Number:

Document Status:

Department: [Select Department](#)

Contract Type:

Applicable Procurement Law:

Comm-PASS Category: [Select Category](#)

[Search](#)

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Procurement Access & Solicitation System

QUICK QUOTES SOLICITATIONS **CONTRACTS** FORUMS BUSINESS DIRECTORY JOIN FED STIMULUS RESOURCE CENTER

Home > Browse Contracts >

Search for a Contract

There are 1 Contract(s) found that match your search criteria

Search by Keyword

Keywords:

The keyword search is not strongly recommended since it requires you to make an EXACT MATCH. It is not case sensitive, it does not recognize asterisk (*), and does not recognize commands like "AND." For best results, leave it empty.

****AND** Search by Specific Criteria**

Statewide Contract: ☐

Contains Federal Stimulus: ☐

Contains MBE/WBE/DBE Goal: ☐

Document Number:

Document Status:

Department: [Select Department](#)

Contract Type:

Applicable Procurement Law:

Comm-PASS Category: [Select Category](#)

Step 6

The message "There are 1 Contract(s) found that match your search criteria" will appear

Click on message link

Comm-PASS
Procurement Access & Solicitation System

QUICK QUOTES SOLICITATIONS **CONTRACTS** FORUMS BUSINESS DIRECTORY JOIN FED STIMULUS RESOURCE CENTER

Home > Browse Contracts > [Contract Search](#) >

Contract Search Result

One item found.

End Date	Document Number	Title	Status	Last Changed	View
01/31/2016	PRF55DesignatedOSC	DEBT COLLECTION SERVICES	ACTIVE	02/01/2013	

© Commonwealth of Massachusetts

Step 7

To view an active contract record you must select the Eyeglass icon in the "View Contract" column for the desired contract.

Please note: Be sure to pay attention to Last Changed date, this will help you to recognize any potential changes on the language of the OSD Update and timeline for the expiration for this Active Statewide Contract.

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QUICK QUOTES SOLICITATIONS **CONTRACTS** FORUMS BUSINESS DIRECTORY JOIN FED STIMULUS RESOURCE CENTER

Home > Browse Contracts > Contract Search > Search Result >

Summary

Document Number: PRF55DesignatedOSC Issued By: Operational Services Division / Professional and Institutional Services Procurement

Summary Rules Issuer(s) Forms & Terms Vendor(s) Updates Other Information

Document Title: DEBT COLLECTION SERVICES
Document Status: ACTIVE Version: 00000

Estimated Value (US\$): Not Available Small Procurement - Estimated Value \$10,000 to \$150,000: No
Estimated Units: Not Available Large Procurement - Estimated Value greater than \$150,000: Yes

Start Date: 02/01/2013 12:43PM Last Changed Date: 02/01/2013 03:02PM
End Date: 01/31/2016 11:59PM Award Date: 12/20/2012 11:59PM
Max End Date: 01/31/2018 11:59PM
Issuer may exercise renewal options. See Rules tab for renewal information, if any.

Comm-PASS Category: Professional Services / FINANCIAL-Debt Collection

Procurement Type: Open to All Eligible Public Entities
Applicable Procurement Law: MGL c. 7, § 22; c. 30, § 51, § 52; 801 CMR 21.00

Statewide Contract: Yes Contains Federal Stimulus: No Contains EPP: No
Contains MBE/WBE/DBE: No Contains Prompt Pay Terms: Yes Seek Quotes: Not Applicable

Search Key Words: debt, debt collection, receivable, skip tracing

Description: The debt collection services provided under this Statewide Contract shall be available for all debts owed to Commonwealth Agencies and legislatively authorized Eligible Entities.

Related Solicitation Number: PRF55DesignatedOSC

The **Summary Tab** is the first part of the PRF55 Statewide Contract record.

This screen provides information on Document status, start & end date, description, etc.

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Procurement Access & Solicitation System

QUICK QUOTES SOLICITATIONS **CONTRACTS** FORUMS BUSINESS DIRECTORY JOIN FED STIMULUS RESOURCE CENTER

Home > Browse Contracts > Contract Search > Search Result >

Rules

Document Number: PRF55DesignatedOSC Issued By: Operational Services Division / Professional and Institutional Services Procurement

Summary **Rules** Issuer(s) Forms & Terms Vendor(s) Updates Other Information

Contract Rules

1) Calendar Rule Type: Submit a bid per the Solicitation requirements as long as the Close Date has not been exceeded.

2) Applicable Procurement Law: MGL c. 7, § 22; c. 30, § 51, § 52; 801 CMR 21.00
Open and competitive procurement for Goods and Services. Evaluated based on criteria designed to determine the best value to the Commonwealth. May be utilized entities regulated under Chapter 30B if designated as Statewide by the Operational Services Division or its designee.

Contract Renewals

Renewal Start Date	Renewal End Date
There are no renewals specified for this contract	

The **Rules Tab** is where you will find the rules and regulations related to this contract.

Calendar Rule Type
Provides information regarding responding prior to the close date being allowed (open enrollment).

Applicable Procurement Law
Displays which Procurement Law this Solicitation is allocated (Statewide, Municipality, other eligible entities)

Contract Renewals
Provide information on renewal options

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The screenshot shows the Comm-PASS website interface. At the top, there is a navigation bar with links: QUICK QUOTES, SOLICITATIONS, CONTRACTS, FORUMS, BUSINESS DIRECTORY, JOIN, FED STIMULUS, and RESOURCE CENTER. Below this is a breadcrumb trail: Home > Browse Contracts > Contract Search > Search Result >. The main content area is titled 'Issuer(s)' and shows document details: Document Number: PRF55DesignatedOSC, Issued By: Operational Services Division / Professional and Institutional Services Procurement. A tabbed interface is present with tabs: Summary, Rules, Issuer(s) (highlighted with a red circle and an arrow), Forms & Terms, Vendor(s), Updates, and Other Information. The 'Issuer(s)' tab content includes a section for 'Eligible Entities' with the text: 'This is a statewide procurement open for use by all eligible public entities within the Commonwealth of Massachusetts, unless otherwise noted, inc'. Below this is a link 'Eligible Entities' and the text 'All Eligible Entities may use this contract'. A 'Contact Information' section lists: Tim O'Neill, Revenue Unit General Accounting Bureau, Office of the Comptroller, One Ashburton Place, Boston, MA, 02108, (617) 973-2424 (Phone), and debtcollectioncontract@massmail.state.ma.us. At the bottom, there is a section for 'Additional Team Members'.

Issuer's Tab

This tabs shows **Eligible Entities** that are allowed to utilize this contract as well as **Contact Information** if you have questions about using the contract.

***note** – Buyers should read the OSD Update before contacting the Issuer. Many times information is provided in the language of both the OSD Update (located on the Forms & Terms tab) and the RFR that may answer specific questions. When contacting the Issuer, remember to reference the Statewide Contract Number in your communication.

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QUICK QUOTES SOLICITATIONS CONTRACTS FORUMS BUSINESS DIRECTORY JOIN FED STIMULUS RESOURCE CENTER

Home > Browse Contracts > Contract Search > Search Result >

Forms & Terms

Document Number: PRF55DesignatedOSC - Issued By: Operational Services Division / Professional and Institutional Services Procurement

Summary Rules **Forms & Terms** Vendor(s) Updates Other Information

Select All on this Page WARNING: If this tab consists of more than one (1) page, you must navigate to each additional page using the number or Next/Last hyperlinks, then use the file View or Download Files tools to access the additional files. Download Files Selected on this Page

Select	Upload Date	Document Description	Action?	Action Description	View
<input checked="" type="checkbox"/>	02/01/2013	CONTRACT USER GUIDE	Yes	Mandatory Review and Use for Debt Collection Services	View
<input type="checkbox"/>	02/01/2013	TRANSITION FROM PRF28 TO PRF55	Yes	Required Review for Transition Procedures	View
<input type="checkbox"/>	02/01/2013	IRS Form W-9	Yes	Mandatory Form to Change Legal Name, Address, TIN	View
<input type="checkbox"/>	02/01/2013	REQUEST FOR RESPONSE (RFR)	Yes	Mandatory Review. Incorporated by Reference into Contract	View
<input type="checkbox"/>	02/01/2013	SAAG Designation Form (Attorneys)	Yes	Required to Add Attorneys for Collection Services	View
<input type="checkbox"/>	02/01/2013	Change In Contractor Identity Form	No		View

Currently displaying 50 records per page. Change display to 5, 10, 15, 25 records per page.

Please note: On this screen you can view the PRF55 Contract User Guide, Transition Plan from PRF28 to PRF55 document, IRS Form W-9, Request for Response (RFR) file, and SAAG Designation Form.

Forms & Terms Tab allows the buyer to see at a glance all the **forms that may be required** when purchasing from the contract.

Action – Yes/No instructs whether or not an action is required for the document.

Action Description – provides the buyer with a description of what action is needed.

View – this Eyeglass icon allows you to view the document

Select the documents and then select **Download Selected Files** to save the documents to another location.

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Procurement Access & Solicitation System

QUICK QUOTES SOLICITATIONS CONTRACTS FORUMS BUSINESS DIRECTORY JOIN FED STIMULUS RESOURCE CENTER

Home > Browse Contracts > Contract Search > Search Result >

Forms & Terms

Document Number: PRF55DesignatedOSC - Issued By: Operational Services Division / Professional and Institutional Services Procurement

Summary Rules **Forms & Terms** Vendor(s) Updates Other Information

Select All on this Page WARNING: If this tab consists of more than one (1) page, you must navigate to each additional page using the number or Next/Last hyperlinks, then use the file View or Download Files tools to access the additional files. Download Files Selected on this Page

Select	Upload Date	Document Description	Action?	Action Description	View
<input type="checkbox"/>	02/01/2013	CONTRACT USER GUIDE	Yes	Mandatory Review and Use for Debt Collection Services	View
<input type="checkbox"/>	02/01/2013	TRANSITION FROM PRF28 TO PRF55	Yes	Required Review for Transition Procedures	View
<input type="checkbox"/>	02/01/2013	IRS Form W-9	Yes	Mandatory Form to Change Legal Name, Address, TIN	View
<input type="checkbox"/>	02/01/2013	REQUEST FOR RESPONSE (RFR)	Yes	Mandatory Review. Incorporated by Reference into Contract	View
<input type="checkbox"/>	02/01/2013	SAAG Designation Form (Attorneys)	Yes	Required to Add Attorneys for Collection Services	View
<input type="checkbox"/>	02/01/2013	Change In Contractor Identity Form	No		View

Currently displaying 50 records per page. Change display to 5, 10, 15, 25 records per page.

File Download
Do you want to open or save this file?
Name: PRF55_ContractUserGuide_FINAL.docx
Type: Microsoft Word Document
From: www.ebidsourcing.com
Open Save Cancel
While files from the Internet can be useful, some files can potentially harm your computer. If you do not trust the source, do not open or save this file. What's the risk?

Open the document by selecting the **Eyeglass Icon**

Select **Open to View** the document.



CONTRACT USER GUIDE



How to Use the PRF55DesignatedOSC Debt Collection Services Statewide Contract

Contract #: PRF55DesignatedOSC **Contract Duration:** 2/1/2013 – 1/31/2016
MMARS #: OSDMAPRF55DesignatedOSC **Options to renew:** 2 one year renewal options through 1/31/18
 (most fees are netted, limited invoiced payments)
Contract Manager: Howard Merkowitz, Deputy Comptroller - debtcollectioncontract@massmail.state.ma.us
This contract contains: [Supplier Diversity Program requirements](#), [Prompt Payment Discounts](#)
Last change date: 2/1/2013

Contract Summary

- The debt collection services provided under this Statewide Contract shall be available for all debts owed to Commonwealth Agencies and legislatively authorized Eligible Entities. Debts include non-tax revenue pursuant to 815 CMR 9.00 and can include fines, fees, licenses, permits, interest income, assessments, third party payments, and any other types of receivables that are capable of being collected. This Statewide Contract does not include revenues specifically governed by separate statutes such as revenues from taxes through the Department of Revenue, lottery operations, Commonwealth investments or as otherwise determined by the Comptroller's Office, however these debts may be added to this Statewide Contract at any time by the Departments with separate authority for debt collection and these Eligible Entities may use this Statewide Contract at any time.
- The initial duration of the Contract is three (3) years from the date of execution plus two (2) one year options to renew under the same terms and conditions. An additional one (1) year option to renew will be allowed if necessary for the completion of a new procurement or transition of debt collection contract services. In addition, the contract may be extended under the same terms and conditions as needed for any period necessary to transition to a new procurement.

Benefits and Cost Savings

Six experienced Debt Collection Agencies (DCAs) have been selected for the PRF55 Debt Collection Statewide Contract with the following benefits and cost savings:

- Most competitive debt collection rates in the history of the debt collection Statewide Contract;
- More than 10 years Government Collection experience;
- Capacity to provide services to multiple Commonwealth departments simultaneously;
- Able to accept all types and sizes of debt, and expertise to seek collections internationally;
- A high level of audit standards with robust internal controls;
- State of the art collection methods, security protocols and PCI compliance;
- Ability to provide location services for other business purposes not related to collections on a fee-for-service basis;
- Familiarity with HIPPA requirements and its accompanying regulations;

Read the details of the **PRF55 Contract User Guide (formerly OSD Update)** to understand how to purchase from the Statewide Contract. Included are important details regarding contract specifications, eligible entities, special instructions and/or restrictions, Vendor information, categories and zone/district details.

Please note:
Contract User Guides are issued upon release of the active contract and whenever there are changes made to the contract. It is the buyer's responsibility to read the Contract User Guide in its entirety to avoid misuse of the contract.

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Document Number: PRF55DesignatedOSC Issued By: Operational Services Division / Professional and Institutional Services Procurement

Summary Rules Issuer(s) Forms & Terms **Vendor(s)** Updates Other Information

6 items found, displaying all items.

Vendor Name	Programs	Comments	Active?	Vendor Code 1	Vendor Code 2	View
Allen Daniel Associates, Inc.			Yes	VC6000162124		
Collecto, Inc.			Yes	VC6000176253		
DELTA MANAGEMENT ASSOCIATES INC			Yes	VC6000171339		
Financial Asset Management Systems			Yes	VC0000192325		
Linebarger Goggan Blair & Sampson, LLP			Yes	VC0000194572		
Premiere Credit of North America, LLC			Yes	VC0000196238		

Currently displaying 50 records per page. Change display to [5](#) [10](#) [15](#) [25](#) records per page.

Vendor Tab

Vendors are listed in order according to the programs they are participating in. View the column headers for details on the Vendor.

Programs – these icons will identify if the vendor attributes such as SBPP participants, SDP (formerly AMP), SDO certified, EPP plan and Prompt Payment Discounts,

Comments – provide an at a glance description of vendor details, areas of service, category of services, regions, or special instructions or restrictions

Active – Yes/No indicates status for using the vendor

Select the Eyeglass Icon to view vendor information, vendor overview, RFR response, pricing structure, and/or other vendor specific details that are associated with the negotiated terms and conditions of the contract.